



**Ohio Children's Initiative Child and Adolescent
Needs and Strengths (CANS)
Information Technology System
Analyst User Guide**

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medicaid.ohio.gov

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Revision History

Date	Version #	Description
5/16/2022	1.0	Initial draft of the document. Final approved version to PDF.
11/16/2022	2.0	Section 7.1: Added third search option (c) to search for child/youth in custody and updated screenshots (Figures 7 to 10) to show the third option.

Approval History

Date	Version #	Area
5/12/2022	1.0	ODM Strategic Initiatives

1. What is the Ohio Children's Initiative CANS?

The Ohio Children's Initiative Child and Adolescent Needs and Strengths (CANS) tool, developed with leadership from Governor DeWine's Children's Initiatives and Ohio's child-serving state agencies, is being used by a wide variety of providers to inform care planning and decision making for children and adolescents with behavioral health needs. The Ohio Children's Initiative CANS will also be used to establish eligibility for the new OhioRISE program. Certified Ohio Children's Initiative CANS assessors are expected to use the CANS to gather all information about the child/youth and family story to describe their strengths and needs.

1.1 What is the CANS Information Technology System?

The CANS Information Technology (IT) System:

- Centralized system that documents CANS assessments and reassessments / updates with a youth/caregiver. Certified Ohio Children's Initiative CANS assessors will register and use the system to document these assessments in a single location.
- Supports our cross-system goal of "ONE CHILD, ONE CANS" and ensures that youth / caregivers do not need to retell their stories.
- Improves care continuity and collaboration. Outputs/results are accessible to assessors and care team members, promoting cross-system coordination in real-time.
- Produces immediate Decision Support Model outputs, including care coordination and care recommendations.
- Records information about the child/youth and their caregiver(s) within one shared system.
- Track trends and outcomes to identify gaps and inform access and capacity improvement efforts.

2. Definitions and Acronyms

Term	Definition
Analyst	A user role in the CANS system with read-only permission
CANS	<u>C</u> hild and <u>A</u> dolescent <u>N</u> eeds and <u>S</u> trengths
CABH-COE	<u>C</u> hild and <u>A</u> dolescent <u>B</u> ehavioral <u>H</u> ealth Center <u>o</u> f <u>E</u> xcellence
CME	<u>C</u> are <u>M</u> anagement <u>E</u> ntity
CPT	<u>C</u> entral <u>P</u> rocessing <u>T</u> eam
NPI	<u>N</u> ational <u>P</u> rovider <u>I</u> dentifier
OhioRISE	<u>R</u> esilience through <u>I</u> ntegrated <u>S</u> ystems and <u>E</u> xcellence. A Medicaid managed care program for children and adolescents with behavioral health needs.
OhioRISE Waiver	Provides additional services and supports to its enrollees that are not otherwise covered under the State plan, and also provides an opportunity for at risk children who are not otherwise eligible to become part of the Medicaid program.
Praed Certification Number	A number needed to self-register in the CANS system
SSN	<u>S</u> ocial <u>S</u> ecurity <u>N</u> umber
Username	Email used to register, followed by “.cans”

Table 1. Definitions and Acronyms

3. Browser Recommendations

Chrome (latest stable version) is the preferred browser for the CANS IT system. For the best experience use a full desktop or laptop computer instead of a phone or tablet.

4. CANS Registration

Before taking the following registration steps, speak with your supervisor or your ODM point of contact to request access to the system.

1. Complete and submit a 7078 access request form. This form can be requested from your supervisor or ODM point of contact.
2. After the request is processed, you will be instructed by a system popup (Figure 1a) to check the email address that you supplied on your 7078 form.
3. Open your reset password email and click the link. Be sure to check your spam or junk folders if you did not receive the email.
4. Reset your password by entering your username and click **Continue** (Figure 1b).
5. Enter a new password with confirmation and click the **Change Password** button (Figure 1c). The CANS Home page is displayed.



Figure 1. CANS Registration Screens

5. How Do I Log Into CANS?

5.1 Steps to Log In

Before you can log in to the CANS system, you must be an authorized user. See the CANS [Registration section](#) for more information.

1. Go to the following address in your browser:
<https://cans.medicaid.ohio.gov/login>

You will be presented with the following Login page.

2. Enter your Username (this is your email followed by “.cans”) and your new password, then check the **Terms and Conditions** box.

Figure 2. CANS Login Page

3. Click the **Login** button. The CANS Home page is displayed.

Figure 3. CANS Home Page

Note:

For information on the **Forgot your password?** button go to [Forgot Your Password](#) section of this document.

5.2 CANS Home Page

This page contains information about the system and includes a menu at the top with the following options:

Menu Item	Action or Description
HOME	Clicking this option opens the Welcome page.
SEARCH	Clicking this option displays the Search page where you can search for a child/youth in the CANS IT system.
REPORTS	Clicking this option displays reports and folders.
HELP	Clicking this option displays helpful information about CANS.

Table 2. Home Page Menu Options

5.3 Buttons and Actions

Below is a table listing the various buttons and actions that you will see in the system:










Button	Action and Description
Apply	Clicking this button applies the selection.
Cancel	Clicking this button returns you to the previous page.
Close	Clicking this button closes the window or popup.
Export	Clicking this button exports the report to an Excel file. You are given the option to produce a formatted report or a detail-only report.
Run	Clicking this button opens the selected report.
Save	Clicking this button saves your changes.
View	Clicking this button displays the child/youth's assessment information.
	Clicking this icon allows you to select fields to display or reset column widths.
	Clicking this icon presents a list of options allowing you to sort, group, etc.
	Clicking this toggle icon hides or displays the chart portion of the screen.
	Clicking this icon allows you to filter various groups of assessment records (e.g., my team or all) or filter them by CPT due dates or fiscal year, etc.
	Clicking this calendar icon allows you to select dates.
	Clicking this icon allows you to format the column.
	Clicking this icon refreshes the report data.
	Clicking this icon allows you to search the report table.

Table 3. Buttons and Actions List

6. How Do I View Reports?

6.1 Categories of Reports

There are three categories into which all assessment reports and folders have been placed as laid out by tabs in the left-hand menu: Reports, Folders, and Favorites. The page also contains the details of each report. In this window you can search, sort, and select fields to display. You can also run or export them by clicking the  icon to the right of the record.

In order to view the reports available for you, it is suggested that you click on the **All Folders** tab on the left side menu.

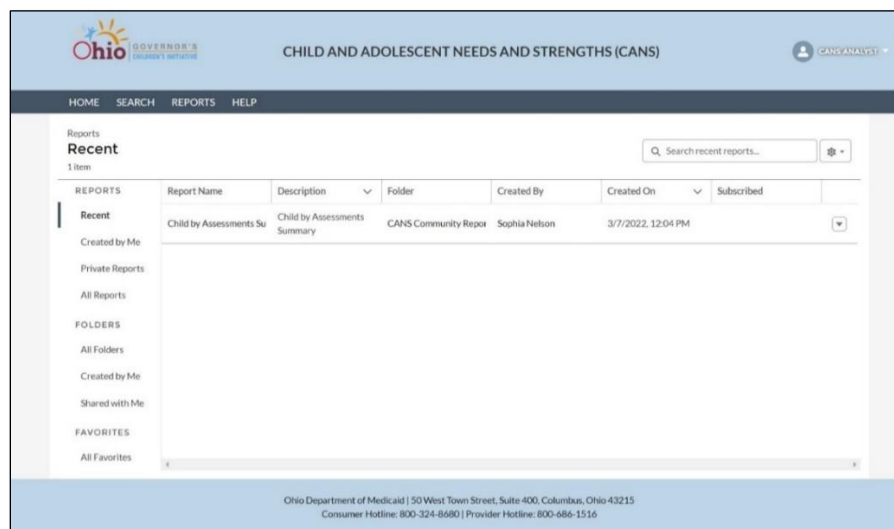


Figure 4. Reports, Folders and Favorites

If you click on any report name, it displays a chart and table ([Figures 5a](#) & [Figure 5b](#)) that shows:

Check Box	Result
Row Counts	Shows count of group records.
Detail Rows	Shows or hides the rows inside of a grouped report.
Subtotals	Shows the subtotal of columns of a report.
Grand Total	Shows the total of columns in a report.

Table 4. Checkboxes and Results

By default, all the boxes at the bottom of the page are checked. You can toggle any box to customize the report.

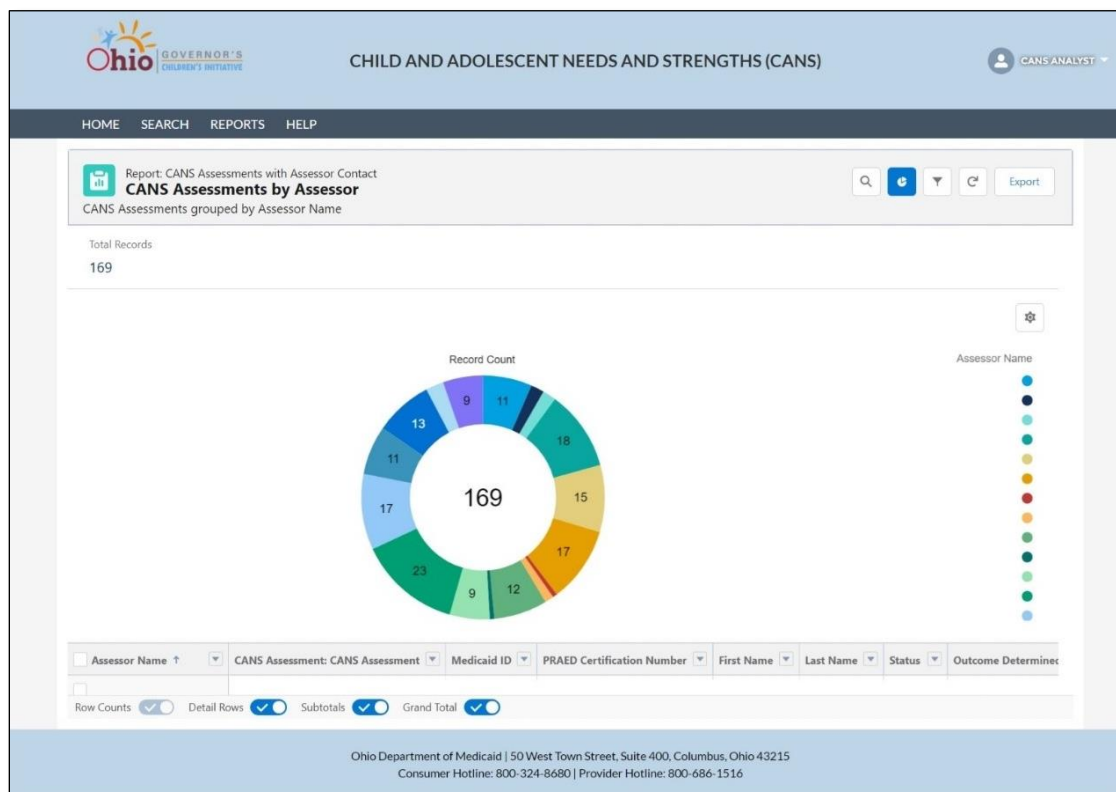


Figure 5a. CANS Assessments for Each Assessor (top portion)

<input type="checkbox"/>	CANS-A00000029	300000000002	CID3922789	FRANK	Burns	Completed	Enrolled
	CANS-A00000031		CID3922789	Adams	Burns	Completed	Enrolled
	CANS-A00000033		CID3922789	Joyce	Black	Completed	Enrolled
	CANS-A00000035		CID3922789	Sharon	Donegal	Draft	-
	CANS-A00000037		CID3922789	joyce	black	Draft	-
	CANS-A00000055		CID3922789	Abby	Davis	Initiated	-
	CANS-A00000079		CID3922789	Abby	Davis	Initiated	-
	CANS-A00000118		CID3922789	Abby	Davis	Draft	-
	CANS-A00000131		CID3922789	John	Brown	Draft	-
Subtotal							
Total (169)							

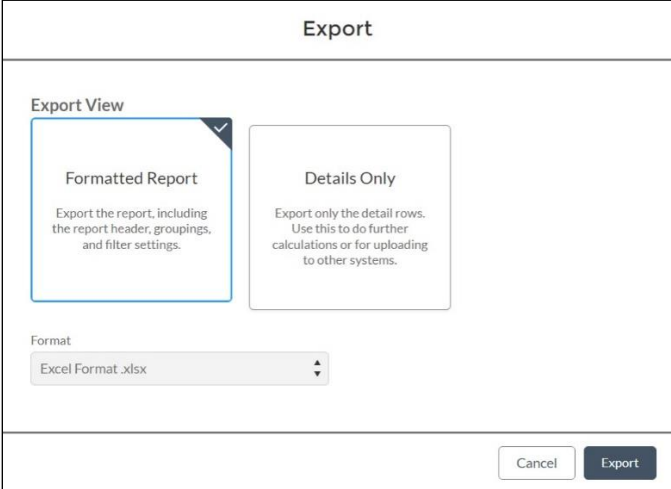
Row Counts ☒ Detail Rows ☒ Subtotals ☒ Grand Total ☒

Figure 5b. CANS Assessments for Each Assessor (bottom portion)

6.2 Export Reports

Reports can be exported to an Excel file as follows:

1. Click the **Export** button (Figure 5a).
2. Choose the content type. The Formatted report type includes headers, current filters, grouping, etc. Details Only includes only the data for the report (Figure 6).
3. Choose your file format. Examples of file formats include Excel or CSV.
4. Click **Export**.



The screenshot shows a modal window titled "Export". Inside, there's a section "Export View" with two options: "Formatted Report" (selected with a checkmark) and "Details Only". Below these is a "Format" dropdown menu currently set to "Excel Format.xlsx". At the bottom right are "Cancel" and "Export" buttons.

Export View	
Formatted Report Export the report, including the report header, groupings, and filter settings.	Details Only Export only the detail rows. Use this to do further calculations or for uploading to other systems.
Format: Excel Format.xlsx	
<div>Cancel Export</div>	

Figure 6. Export Format

7. How Do I Search for a Child/Youth?

This section describes how to search for a Child/Youth in the CANS ITS system and view their information and assessments. Please note that as an Analyst user of the system, you cannot create assessments.

7.1 Steps for Child/Youth Search

1. From the CANS menu click the **SEARCH** option to begin the search process. Choose one of the options (a, b, or c) to search for a Child/Youth:
 - a. If the Medicaid ID or SSN is known, then select the first search option and use a combination of (Medicaid ID or SSN) and (First Name or Last Name or Date of Birth) (Figure 7).
 - b. If the Medicaid ID and SSN are not known, then select the second option to search using a combination of (First Name and Last Name) and Date of Birth and (County or Last 4 digits of SSN) (Figure 8).

The screenshot shows the 'CHILD/ADOLESCENT NEEDS AND STRENGTHS (CANS)' system interface. The 'SEARCH' tab is selected. Under 'CHILD/YOUTH INFORMATION SEARCH', three options are listed. Option 1 is selected: 'Search using a combination of (Medicaid ID or SSN) and (First Name or Last Name or Date of Birth)'. The form fields for this option are: 'Medicaid ID' (with a dropdown for 'Enter the 12 digit Medicaid ID') and 'Social Security Number' (with a dropdown for 'Enter the 9 digit Social'). Below these, there are fields for 'First Name' and 'Last Name' (both with dropdowns for 'First Name' and 'Last Name') and 'Date of Birth' (with a dropdown for 'Date of Birth'). A 'Search' button and a 'Clear' button are at the bottom. A footer contains contact information for the Ohio Department of Medicaid.

Figure 7. Search for a Child/Youth in CANS Option 1

The screenshot shows the same CANS system interface. Under 'CHILD/YOUTH INFORMATION SEARCH', Option 2 is selected: 'Search using a combination of (First Name and Last Name) and Date of Birth and (County or Last 4 digits of SSN)'. The form fields for this option are: 'First Name' and 'Last Name' (both with dropdowns for 'First Name' and 'Last Name'), 'Date of Birth' (with a dropdown for 'Date of Birth'), 'Residence County' (with a dropdown for 'Residence County'), and 'Last 4 of SSN' (with a dropdown for 'Last 4 of SSN'). A 'Search' button and a 'Clear' button are at the bottom. The same footer with contact information is present.

Figure 8. Search for a Child/Youth in CANS Option 2

- c. This option is intended to be used for a Child/Youth in custody. If the Medicaid ID or SSN are known, then select the third option to search using a combination of (12-digit Medicaid ID or 9-digit SSN) and (First Name or Last Name or Date of Birth) (Figure 9).
2. Enter the required information on the screen and click the Search button.

The results will be displayed under the **Search** button (Figure 10).

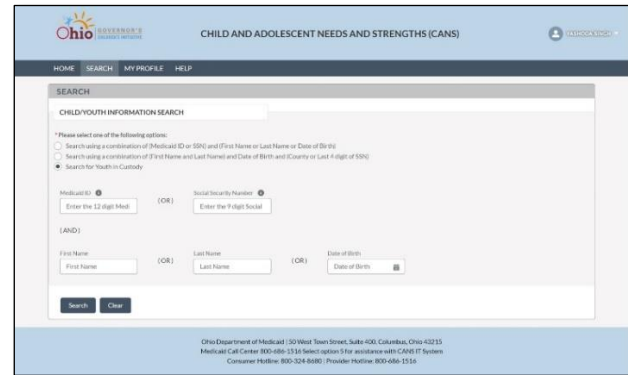


Figure 9. Search for a Child/Youth in CANS Option 3

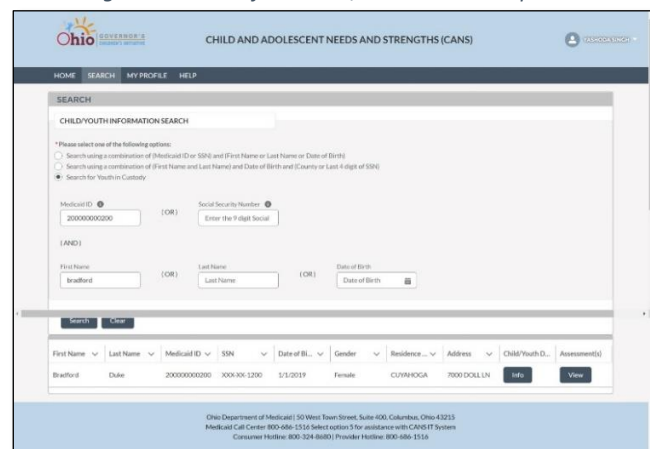


Figure 10. Assessment Records for a Found Child/Youth

Note:

Scroll down to see the rest of the page that may not be visible on your screen if there are multiple Child/Youth records. The page contains one or more buttons depending on the results found in the search.

7.2 Child/Youth Found Results

1. Clicking the **Info** button will display the Child/Youth detailed information. You can review this information and close the popup when done.

Figure 11. Detailed Information about a Child/Youth

2. Click the View button. The following popup will display information about the child/youth's assessment(s). This includes assessments in all statuses: Initiated, Draft, and Submitted. You can have two interactive options on this page: Close and View. See sections Assessment Statuses and Assessment Buttons and Actions for detailed descriptions.

CANS Assessment...	Type of Request	Category	Assessment Type	Status	Outcome	Created Date		
CANS-A00000179	Routine	Initial	Comprehensive	Draft		3/30/2022, 01:33 PM		
CANS-A00000160	Routine	Initial	Brief	Initiated		3/25/2022, 04:39 PM		
CANS-A00000123	Routine	Reassessment	Comprehensive	Completed	Enrolled	3/23/2022, 11:06 AM	View	
CANS-A00000122	Routine	Reassessment	Comprehensive	Completed	Enrolled	3/23/2022, 10:47 AM	View	

Figure 12. Information about the Child/Youth Assessment(s)

7.3 Assessment Statuses

Status	Description
Initiated	This is an assessment that was started but the demographic information is not yet complete.
Draft	This is an assessment where the demographic information is completed but the individual sections of the assessment are not completed.
Completed	This is an assessment that has been fully completed and submitted.

Table 5. Assessment Statuses

7.4 Child/Youth Not Found Results

If a child/youth is not found, you will see a message stating the child/youth is not found.

8. Forgot Your Password?

You can click on the **Forgot Your Password?** button on the Login page to reset your password.

8.1 Steps to Reset Your Password

1. Click on the **Forgot Your Password?** Button on the Login page.

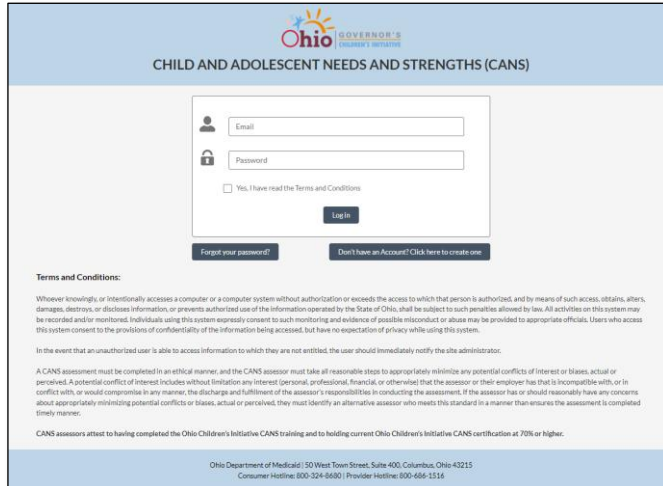


Figure 13. Login Page for Forgot Password

2. Enter in your Username and click on the **Reset Password** button.

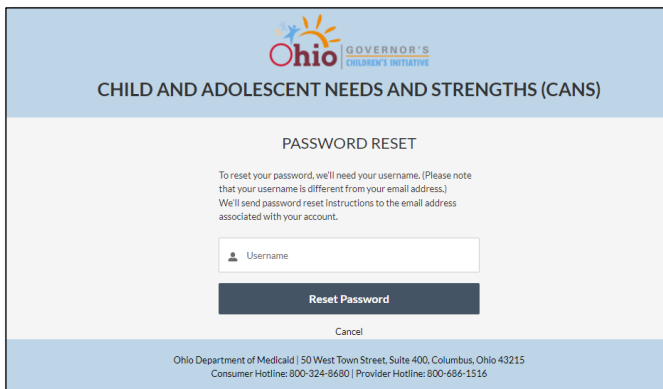


Figure 14. Password Reset Username Entry Page

3. The system will send you an email with a link to reset your password. Find this email and click the link. Be sure to check your spam or junk folders if you did not receive the email.

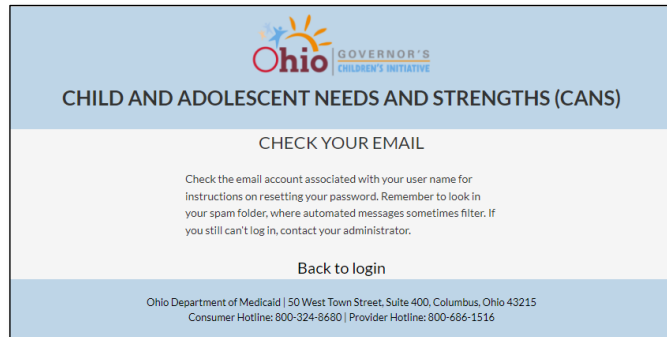


Figure 15. Password Reset Check Your Email

4. Enter and confirm a new password and click the **Change Password** button. Your passwords must be made up of 10 characters including one letter and one digit. The CANS Login page is displayed.

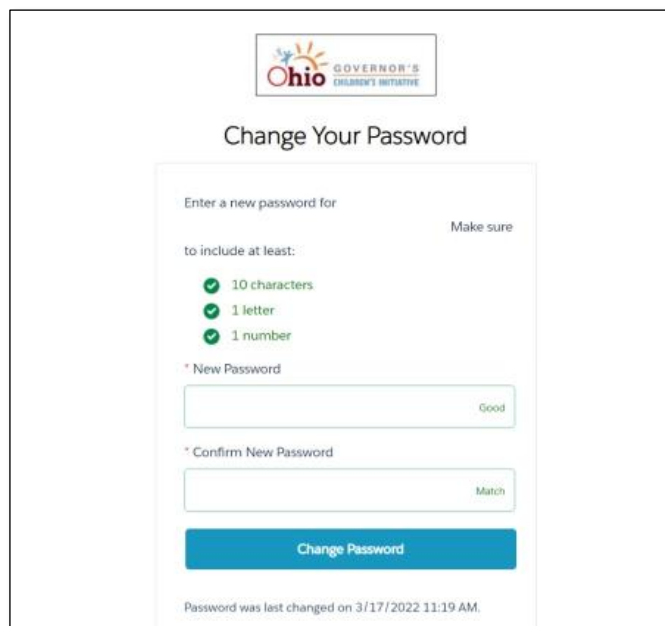
The screenshot shows a web page with a light blue header and footer. The header contains the Ohio Governor's Children's Initiative logo and the title "Change Your Password". The main content area has a white background with a form. The form has a heading "Enter a new password for" and a "Make sure" label. Below this, there is a list of requirements: "to include at least: 10 characters, 1 letter, 1 number". Each requirement is preceded by a green checkmark. Below the requirements, there are two input fields: "New Password" and "Confirm New Password". The "New Password" field has a "Good" status indicator, and the "Confirm New Password" field has a "Match" status indicator. A blue "Change Password" button is centered below the input fields. At the bottom of the form, there is a note: "Password was last changed on 3/17/2022 11:19 AM."

Figure 16. Password Reset Page